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| --- | --- |
| 1. **Case Management**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Managing caseload of workInvestigating issuesAnalytical and multi-faceted workHigh volume/lower complexity work   |  |
| **Candidate response:**  |  |
|  |  |
| 1. **Data Management**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Data entry in volume Accuracy Collating/copying large scale documentationHigh volume |  |
| **Candidate response:** |  |
|  |  |
| 1. **Stakeholder Management**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** First point of contact (on phone (inbound/outbound) /email /in person)Hospitality (front of house and behind the scenes) |  |
| **Candidate response:** |  |
|  |  |
| 1. **Teamwork**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Supporting other team membersNon-technical tasksAttaining individual/team goals and objectivesFlexibility around working hours |  |
| **Candidate response:** |  |
|  |  |
| 1. **Communications**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Written skillsVerbal skillsInfluencing skills |  |
| **Candidate response:**  |  |
|  |  |
| 1. **Service**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Internal service to others External service to stakeholders Service excellence |  |
| **Candidate response:**  |  |
|  |  |
| 1. **Problem Solving**
 |  |
| Describe your **experience** in the work activities directly below. Your responses should include descriptions of **situations/tasks** that you have been involved in. Ensure that you describe **your personal input** and **what you achieved**. Please keep your response within **250 words** directly below.  |  |
| **Work Activities:** Problem SolvingResearchComplexities and AnalysisDecision Making   |  |
| **Candidate response:**  |  |
|  |  |
| 1. **Qualifications**
 |  |
| Please set out details of qualifications that you hold/working towards.  |  |
| **Candidate response:** |  |
|  |  |
| 1. **IT Skills**
 |  |
| Describe your knowledge of the applications below. In addition, please describe, for each work type, the extent of your use of each package, ensuring to set out in what situations you used each application and any particular benefit arising from this. Please keep your response within 250 words.  |  |
| **Work Activities:**  MS Outlook, Word, Excel, Access, other databases; any other IT applications |  |
| **Candidate response:**  |  |
|  |  |
| **10. ASAI and the role** |  |
| Finally, please set out|(a) what appeals to you about ASAI, (b) what appeals to you about our Complaints Investigator (c) why you would like to work with us. Please keep your response within 250 words |  |
| **Candidate response:** |  |
|  |  |
| 1. **About You**
 |  |
| Please us know about the points below.  |  |
| **Salary expectation:** **Any notice period applicable:** **Any employment permit restrictions:**  |  |
|  |  |